



### **Claims Operations Manager**

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance, established in March 2017 as the result of the acquisition of Endurance Specialty Holdings Ltd. by Sompo Holdings Ltd. (Sompo).

Sompo's core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. In addition, Sompo is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation and a wholly owned subsidiary of Sompo, which trades on the Tokyo Stock Exchange. Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, marine and energy, and casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. At Sompo International, a shared commitment to integrity, teamwork, agility, execution, and excellence define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking a **Claims Operations Manager** to join our International Insurance Claims team in our London office.

#### **Brief description of role:**

Reporting to the EVP, Head of London Market & European Claims and Operations, this position requires an experienced claims operations manager to help support a dynamic claims function. The role involves the oversight and management of all aspects of claims operations, across multiple lines and on both the syndicate and company platforms. This will require close liaison with other functions to ensure smooth operational delivery. It will also require the ability to create, review and manage effective claims processes.

Of primary importance is supporting the claims function in the delivery of the SI claims philosophy of:

- Achieving fair and appropriate outcomes for our Insureds
- Ensuring efficient service; timely responses and fast payment of agreed claims
- Providing value-added expertise from client facing, technically proficient claims professionals.

#### **Main areas of responsibility:**

- To review, analyse and interrogate claims data and KPI management
- Develop / maintain operational processes including performance metrics to conform with Lloyd's standards and best practice
- Identify opportunities to enhance performance and efficiency across claims processing



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- Liaison with internal teams (DUA, finance, operations and IT) regarding claims operations issues to support delivery of operational plans
- Liaison with IT department for enhancements to existing claim systems
- Working with the claims team to ensure compliance with SOX and risk control framework
- Production of relevant claims MI
- Enhancing data capture and analysis within claims
- Participate in ad-hoc project work within the claims team
- Manage delegated claims outsourcing from cradle to grave, including initial due diligence, float management and audit
- Assisting with production of packs for Committee and Board meetings
- Assisting the team in the management of the monthly claims process
- Identifying trends, areas of concern and providing solutions
- Liaising with other SI offices to ensure the delivery of a consistent global approach
- Managing the outwards reinsurance process for the function
- Assist the claims function in managing and meeting Solvency II deliverables
- Training, coaching and mentoring other members of staff

### **Essential skills and experience:**

This role requires an individual with previous experience in claims operations and in depth knowledge of the London market and Lloyd's a pre-requisite. Proficient IT skills would be key to include advanced knowledge of Excel, Word and PowerPoint. The role also requires familiarity with key systems and tools used in the Lloyd's market for claims.

The successful candidate must:

- Have a credible market presence and reputation, with a proven record of successfully delivering a claims philosophy,
- Have a strong understanding of Lloyds processes and minimum standard requirements with meaningful and progressive experience in both Company and Syndicate environments
- Be extremely well organised
- Be an effective and efficient communicator both orally and in writing with the ability to tailor approach depending on the audience
- Support the EVP in advancing SI business wide goals and corporate values
- Adhere to existing procedures whilst continually challenging the status quo by thinking of creative and efficient ways of streamlining and improve processes and procedures.

Sompo International offers a competitive compensation and benefits package commensurate with experience.

**Sompo International is an equal opportunity employer committed to a diverse workforce.  
M/F/D/V**

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